



District of Columbia PCR

Government of the District of Columbia  
Department on Disability Services

Annual Provider Certification Review Report

Total Care Services Inc

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Review Dates: 9/8/2025 - 9/12/2025	Team Member(s): Athena Duvernay, Dominique Cassamajor, Mariko Carrington, Michael Marshall
Location(s) Observed: 1	Individual(s) Reviewed: 11
Service(s): Companion Group, Companion One-to-One, In-Home Supports , Respite Daily , Respite Hourly	

## Overall Results

The overall results of the Provider Certification Review (PCR) are presented in Table 1. If a service scores 79% or below or if an “Alert” (poses an immediate risk to the person or people supported) was identified during the review, additional action steps will be determined based on the scores per service.

Service	Sample Size		Person-Centered	Satisfaction	HCBS	Organizational Outcome*	Overall Score	Overall Rating	Alert	Follow Up Review
	IDD	IFS								
Companion Group	1	0	93%	100%	100%	88%	91%	Needs Improvement	1	10/07/2025
Companion One-to-One	2	0	95%	100%	N/A	88%	93%	Excellent	N/A	N/A
In-Home Supports	1	3	99%	100%	N/A	88%	97%	Excellent	N/A	N/A
Respite Daily	2	0	99%	100%	100%	88%	96%	Excellent	N/A	N/A
Respite Hourly	2	0	100%	100%	N/A	88%	96%	Excellent	N/A	N/A

\*Please note, the Organizational Outcomes are only scored once and apply to all services reviewed.

## Person Centered Outcomes

The results of the Person-Centered Outcomes Domains and Satisfaction are presented below.

### Person Centered Outcome and Satisfaction Result\*

Service		Person-Centered			Satisfaction	
		Indicators Met	Points Met	Score	Indicators Met	Score
Companion Group	All Q/A	53/56	290/313	93%	17/17	100%
	Critical	17/18	170/185	92%		
	HCBS	12/12	36/36	100%		
Companion One-to-One	All Q/A	75/79	496/524	95%	34/34	100%
	Critical	35/37	350/370	95%		
	HCBS	154/156	897/910			
In-Home Supports	All Q/A	154/156	897/910	99%	68/68	100%
	Critical	62/63	585/595	98%		

In-Home Supports	HCBS					
Respite Daily	All Q/A	84/85	489/494	99%	17/17	100%
	Critical	29/29	300/300	100%		
	HCBS					
Respite Hourly	All Q/A	52/52	344/344	100%	34/34	100%
	Critical	20/20	220/220	100%		
	HCBS					

\*Scores were determined by totaling up the number of points for the “yes” answers and dividing this number by the total number of points for all Q/A indicators that applied. The results have been reported as a percentage of “yes” answers.

## Organizational Outcomes

The table below provides the specific results for the Organizational Outcomes.

### Organizational Outcomes Results

Indicator Type	Organizational Outcomes		
	Indicators Met	Points Met	Score
All Q/A	38/45	162/185	88%
Critical	13/14	105/110	95%
HCBS	3/3	7/7	100%

## Certification Results

The following table shows for each service reviewed the certification dates and next PCR type.

### Certification Dates by Service and Type

Waiver Service	Certification Dates	Next PCR Type
Companion Group	N/A	Follow-Up PCR
Companion One-to-One	09/08/2025 - 09/07/2027	Annual PCR
In-Home Supports	09/08/2025 - 09/07/2027	Annual PCR
Respite Daily	09/08/2025 - 09/07/2027	Annual PCR

Respite Hourly	09/08/2025 - 09/07/2027	Annual PCR
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